Housing Services

Coord Mobile ID App Instructions

- 1. You MUST be logged into the CMU-SECURE WiFi on your device to utilize this APP.
- 2. Download the CBORD MobileID App from either the AppStore or iTunes; This app is available for both iPhone[®] and Android[®].
- 3. Open the app and enter the following server URL: <u>https://access.housing.cmu.edu/</u>
- 4. For iPhone (see step #5 for Android):
 - a. After entering the server URL, press Authenticate my device. The Login screen will appear.
 - b. Use your Andrew credentials to login and complete Duo authentication.
 - c. Press the Authorize button. Your mobile phone is now ready for use. Skip to step #6.

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- 5. For Android:
 - a. After entering the URL, <u>https://access.housing.cmu.edu/</u>, press OK.
 - b. You will be returned to the settings screen; press the Back function on your phone.
 - c. On the Authentication Required screen, press OK
 - d. From the main screen, swipe the CBORD Button with arrow to the right to authenticate your device.
 - e. Enter your Andrew credentials and complete Duo authentication.
 - f. Press the Authorize button. Your mobile phone is ready for use.

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6. From the main screen, select the "Choose" button.



7. Select your location, then select GO.



8. For room doors with pin pad: You will then receive a 6-digit code to enter on the door. **On the door pin** pad, you must press # (pound key) then your 6-digit code.



9. For main entrances where a pin pad is not present on the lock, no code is required and the door will unlock after go is selected.

Troubleshooting

- Contact Housing Services (<u>housing@andrew.cmu.edu</u>) with information about the issue you are experiencing and a screen shot (if possible) of any error messages you may receive while utilizing this app.
- If you are locked out during business hours (Monday-Friday 8:30am-5:00pm) and this application is not working for you, please contact Housing Services at 412-268-2139 or by visiting us at 4700 Fifth Avenue within the Residence on Fifth Residence Hall.
- If you are locked out after business hours and this application is not working for you, please contact University Police at 412-268-2323 to gain access to the space and also email Housing Services (housing@andrew.cmu.edu) to report to issue or error you are experiencing.